Abstract of the Disclosure

In a call center where information assistance calls are received, an operator may provide different services to a customer in each call. Such services may include, e.g., searches for a desired telephone number, regional restaurant, etc. Thus, multiple events, e.g., the telephone number and regional restaurant search events, may occur during the same information assistance call. In accordance with the invention, an event monitor server is connected to different clients in the center which generate records concerning the events occurring during the call. The server is used to collect such event records from the clients. The collected records are transmitted through a communications network to a remote computer for their analysis. To effectively utilize the limited bandwidth of the communications network, the event monitor server may compress the data in the event records before its transmission. It may also transmit the event record data in accordance with a data throttling scheme in response to a measured transmission latency. In addition, it may prioritize the event records to be transmitted, and filter out unwanted records before transmission thereof. After the transmitted event records are received, additional event records may be generated based on selected, received event records. Summary tables may also be formed which facilitate analysis of event data.